



Department of
Human Services

Community Rehabilitation Provider Service Guide

CRP Best Practices Guide

This guide outlines select Vocational Rehabilitation services typically provided by Community Rehabilitation Providers (CRP) and is intended to impart pertinent information to partner with the State of Tennessee to assist individuals with disabilities.

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1. INTRODUCTION

The Vocational Rehabilitation (VR) Program is part of the State of Tennessee Department of Human Services (DHS), Division of Rehabilitation Services (DRS). The VR Program assists individuals with disabilities to prepare for and secure competitive, integrated employment through person-centered, outcome-driven, education, employment, and support services.

VR has developed this guide to introduce and inform the Community Rehabilitation Provider (CRP) of how to partner with the State of Tennessee to provide specialized vocational services. Its purpose is to define available VR services, establish minimum provider service delivery expectations for the provision of high quality rehabilitation services to individuals with disabilities.

VR must adhere to federal law performance requirements as defined by the Workforce Innovation and Opportunity Act (WIOA), Section 116(b)(2)(A)—Primary Indicators of Performance. As a service provider the CRP supports these indicators of performance through efforts to obtain long term employment for individuals at wages at or above the established median earnings level and meet all requirements for competitive integrated employment.

1.1. Registration

All providers must first register to do business with the State of Tennessee prior to commencing services. Register online at the State of Tennessee Supplier Portal: <https://supplier.edison.tn.gov>

1.2. Provider Qualification Process

To be a part of VR's CRP network, complete the Community Rehabilitation Provider (CRP) Questionnaire. The CRP Questionnaire is available online at https://stateoftennessee.formstack.com/forms/crp_services_questionnaire.

Please visit the Vocational Rehabilitation program's website at <https://www.tn.gov/humanservices/ds/vocational-rehabilitation.html> for submission period timeframes and other pertinent information related to VR.

CRPs may be asked to include the following documentation as part of the CRP Questionnaire submission:

- A sample vocational evaluation report (if applying for vocational assessment services).
- Training Certification Documentation (if applicable).
- Staff Roster

1.3. CRP Qualification Process

Questionnaires submitted by new providers will be reviewed and a determination of qualification as a provider will be made based on the information submitted and the needs of VR. Once a CRP is registered to provide services to VR Individuals, the CRP point of contact should receive a letter by electronic mail specifying the services and counties. The consolidated list of all CRPs registered to provide services is posted at <https://www.tn.gov/humanservices/ds/vocational-rehabilitation.html>.

1.4. Referral Process

Based on the needs of the individual and the individual's informed choice, the State, at its sole discretion, makes a referral to the CRP for services. A referral is made when VR provides the CRP with a CRP Referral form, Vendor Purchase Order (VPO) for the service, and relevant background information at the time of referral. The referral packet may include:

- Completed VR intake document;
- Copy of the VR individual's Individualized Plan for Employment (IPE);
- Medical, psychological, assessments, and training information as needed; and
- Vendor Purchase Order describing services.

The CRP may not provide services until a signed Vendor Purchase Order and a CRP Services Referral form from VR specifying service(s) to be provided is obtained from VR. CRPs will not be paid for services which began prior to receipt of the CRP Service Referral form and VPO.

1.5. Instructions for CRPs to Add and/or Delete Services or Counties Served

If a CRP would like to make changes to the list of services it provides or the counties in which it provides services, it must submit a request to https://stateoftennessee.formstack.com/forms/location_and_staff_change and provide the following information:

- The specific service(s) the CRP would like to add/remove
- The specific counties the CRP would like to add/remove service(s)

Requests to add services or counties will be reviewed based on the needs of VR. Additional services may not be provided until VR acknowledges in writing.

1.6. Federal Regulations

The Vocational Rehabilitation (VR) Program is a federal-state program that works with individuals who have physical, mental or sensory disabilities to help them prepare for, gain, advance in, or retain employment. In keeping with the Rehabilitation Act of 1973 as amended, the agency prioritizes the provision of services to eligible individuals with the most significant disabilities. The VR Program is governed by the following federal regulations:

- Workforce Innovation and Opportunity Act (WIOA)
- The Rehabilitation Act of 1973, as amended
- Final WIOA rules released by Rehabilitation Services Administration (RSA) on July 30, 2016. Published on August 8, 2016. <https://www.doleta.gov/wioa/>
- Code of Federal Regulations (2 CFR 200, 34 CFR 361 and 363)
- Americans with Disabilities Act of 1990

1.7. Definitions

To view a detailed list of definitions and terms pertaining to the State of Tennessee Vocational Rehabilitation (VR) Program, please visit <https://www.tn.gov/humanservices/ds/vocational-rehabilitation.html>

2. VOCATIONAL REHABILITATION SERVICES

2.1. Introduction

The purpose of the vocational rehabilitation services described herein is to assist individuals with disabilities, consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice so that they may prepare for and engage in competitive integrated employment and achieve economic self-sufficiency. These services are to comply with the applicable requirements of [34 CFR 361](#). The provision of services is based on the rehabilitation needs of each individual as identified in that individual's individualized plan for employment and is consistent with the individual's informed choice.

2.2. Trial Work Experiences

Trial Work Experience (TWE) is an examination of the individual's abilities, capabilities, and capacity to perform job duties in competitive integrated work situations, with appropriate supports consistent with the informed choice and rehabilitation needs of the individual. The purpose of Trial Work Experiences (TWE) is to assess an individual with a disability and document whether the individual may benefit from services in terms of an employment outcome or there is clear and convincing evidence that the individual will not benefit from services that lead to a successful employment outcome. Further information pertaining to the TWE service can be found at [34 CFR §361.42](#).

2.2.1. Service Description

Trial Work Experiences typically provide information on the client's:

- Strength and endurance (including mobility and physical limitations)
- Challenging behaviors/social interaction skills
- Time management skills
- Functional limitations
- Communication skills
- Effects of medication on functioning
- Performance of essential job duties (ability to follow directions, quality of work and attention to detail)
- Special or required accommodations (job coach, assistive technology, adjusted schedule, etc.)
- Evidence that the individual can or cannot sustain employment

The Community Rehabilitation Provider prepares a typed [Trial Work Experience \(TWE\) report](#) from the information gathered at the Trial Work Experience(s) describing the individual's abilities, capabilities, and capacity to perform in realistic work situations.

2.3. Vocational Assessment Services

The Vocational Assessment assists in gathering information to determine eligibility, services the individual may need, and developing the individual's service plan that leads to a Competitive Integrated Employment outcome. The Vocational Assessment is intended to answer referral questions and is relevant to desired employment outcomes and career options in jobs available in the individual's geographical area.

2.3.1. Basic Assessment

The Basic Assessment includes a diagnostic interview and administering tests to assess aptitude, interests, transferrable work skills and abilities. The diagnostic interview accounts for the following:

- Education and training
- Transferrable work skills
- Social and economic factors
- Physical capacities
- Personality traits
- Leisure time activities
- Behavioral observation
- Work experience

The CRP reviews the following documentation:

- School records
- Doctor's reports
- Psychiatric reports
- Psychological reports
- Other available records and reports

VR may request the CRP administer the following:

- Achievement Testing---for current skill level
- Aptitude Testing---for potential skill level
- Interest Inventories---at least two for comparison
- Intelligence Testing---appropriate for age group and disability
- Limitations Due to Medication (from review of medical records)
- Barriers to Maintaining Employment
- Transferrable Work Skills Analysis
- Summary and recommendations including labor market trends for the appropriate area(s)

2.3.2. Work Readiness Assessment

Work readiness is an assessment of the individual's work-related skills that are needed to achieve competitive integrated employment. The primary use of this assessment is to determine if the individual will need vocational adjustment training or other workplace readiness training.

Work Readiness assessments are completed in a structured work setting, using actual or simulated work. The assessment lasts more than one (1) day and does not exceed ten (10) days. The major components of this assessment are evaluation of attendance, punctuality, the ability to follow instructions, socialization, the ability to work with or without close supervision, interpersonal relationships with peers and supervisors, initiative, motivation, frustration tolerance, personal hygiene, grooming, appropriate work attire and general quality/quantity of job performance.

In addition to objective test measurements, observation is utilized to evaluate the individual's aptitudes and abilities, as directly related to the work environment. All of the information that is acquired is used to develop appropriate recommendations for further training and/or placement services. The techniques used should be based on the job market, the characteristics of the individuals being evaluated and the personnel needs of the employers.

2.3.3. Job Shadowing

Job shadowing is a process where the CRP develops opportunities for the individual to explore real jobs in a real work setting within an integrated community business to determine if the job is consistent with the individual's interests and aptitudes. Job shadowing creates a learning experience where an individual visits an employment location. The individual may observe and question the worker regarding the specific job requirements and work environment. Job Shadowing is an unpaid work experience consisting of a minimum two (2) hours per experience. This is not a hands-on work experience; it is observation only.

The duration and the number of hours in this assessment are based upon the individualized needs of the participant and the purpose of the service. The duration and scope of the evaluation is negotiated with the employer. Before the start of the assessment, the individual, VR Counselor, CRP, and employer review and agree with the assignment.

2.3.4. Integrated Work Site Assessment

The purpose of this assessment is to determine what a person can do, their strengths, skills, supports and accommodation needs. It is not a comparative

tool, but describes the individual's activity during the assessment. The integrated work site assessment is conducted in the community at real work sites which gives the individual hands-on experience in an actual work site, allowing direct observation by the CRP. This enables the VR Counselor, the CRP, and the individual to assess the individual's abilities, goals and skills with the demands of the workforce.

The VR Counselor, CRP and individual work together to reach a consensus for the work site location. The integrated work site assessment must last long enough and include the number of work sites necessary to thoroughly answer all of the questions on the integrated work site assessment report form. Each site assessment is at least four (4) hours in duration, completed in either one (1) day or multiple days if required. As a matter of best practices; the VR Counselor, individual, and CRP should discuss appropriate types of work sites, the expected number of assessment sites, and hours per site, prior to the start of the assessments.

2.3.5. Job Sampling

The purpose of this assessment is to provide informed individual choice and identify occupations of interest to the individual. The assessment utilizes job experience both in the community and with local employers. Job Sampling is work by an individual that does not materially benefit the employer but allows the individual to spend meaningful time in a work environment to learn aspects of potential job task and soft skills required in the workplace. The focus is on providing the individual the opportunity to get experience in a specific job and work environment of interest to them.

The duration and the number of hours in Job Sampling assessments are based upon the specialized needs of the individual and the purpose of the service. The duration and scope of the assessment is negotiated with the employer and the VR Counselor. Before the start of the assessment, the individual, the VR Counselor, CRP, and employer must review and agree with the location and assessment requirements.

2.4. Vocational Adjustment

Vocational adjustment services assist the individual in selecting the type of profession or job best suited to their abilities, skills, and interests. Vocational Adjustment services are provided in a systematic, organized basis for the purpose of developing and maintaining those individual capacities necessary for the pursuit of an optimal level of competitive integrated employment.

2.4.1. Service Description

Vocational Adjustment services generally account for the following:

- physical capacities (e.g., sitting, standing and general work stamina);
- psychomotor skills (e.g., eye-hand coordination, finger dexterity, and tool usage);
- interpersonal and communicative skills (e.g., supervisor, coworker);
- work habits (e.g., attendance, punctuality);
- appropriate dress and grooming;
- job seeking skills;
- productive skills (e.g., quality and quantity of work, work pacing);
- an orientation to work practices (e.g., payroll deductions, insurance, retirement benefits, and awareness of safety practices);
- work-related skills (e.g., counting, measuring, telling time, travel, use of spare time, money management);
- academic upgrading (e.g., Adult Basic Education (ABE) literacy programs) and/or
- other necessary vocational adjustment skills

The CRP initiates a monthly case staffing with each individual. The staffing may be held in person or by phone and includes the VR Counselor. The purpose of a staffing is to evaluate the individual's progress.

2.4.2. Individualized Written Adjustment Plan (IWAP).

Based on previous diagnostic findings, an [Individualized Written Adjustment Plan](#) is developed for each individual needing such services. This plan is developed by the CRP with individual input and:

- Specifies measurable behavioral objectives;
- Specifies method and techniques;
- Specifies persons (staff, family, etc.) who will be involved in carrying out the plan. There should be evidence that these individuals are aware of their roles in carrying out this plan by their signature on the plan;
- Specifies projected time frame for each behavior objective; and be periodically reviewed and amended as necessary.

2.5. Job Readiness, Development, and Placement Services

2.5.1. Purpose

Job readiness, job development, and placement services directly assist individuals in preparing to apply and interview for potential employment and eventually lead to successful employment. Successful employment occurs when

the individual completes ninety (90) days of competitive integrated employment in a job that is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, informed choice and economic self-sufficiency.

2.5.2. Job Readiness

Job readiness assessment training generally encompasses:

- Writing a resume;
- Completing a job application;
- Assistance in arranging for and preparing for job interviews;
- Workplace behaviors;
- Identifying transportation options;
- Personal appearance, attendance, and punctuality;
- Positive work attitudes, job performance, and safety practices;
- Interpersonal skills;
- Development of a personal budget;
- Individual and group counseling of individuals on job seeking skills, development of a job seeking plan and retention skills;

Job readiness assessment/training services result in completion of the [Job Readiness Assessment/Training Report](#), the individual's resume with list of references, and a [Job Development and Placement Activity Plan](#).

2.5.3. Job Development and Placement Activity Plan

Job Development and Placement Activity Plans are updated by the CRP on a monthly basis and serves as the guide for job placement activities until the individual completes the job placement process. The initial Job Development and Placement Activity Plan's intent is to identify ongoing barriers to employment and placement activities planned for the next month. Monthly updates also include a record of activities from the previous month. Job Development and Placement Activity Plans are signed by the Community Rehabilitation Provider (CRP) staff and individual receiving service(s). Job Readiness Training does not typically exceed twenty (20) business days unless prior written authorization is granted by VR. For placement services, the [Job Development and Placement Activity Plan](#) documents that the CRP has met at least three (3) of the following criteria:

- Contacted an employer by phone or in person regarding a specific individual, which resulted in employment.
- Gave a specific employer lead to an individual that resulted in the individual obtaining employment.

- Accompanied the client to another job service program (American Job Center, staffing agency, college career center or similar entity) which resulted in a job lead and placement of the individual.
- Assisted the individual with completing the application which led to employment.
- Provided interview preparation and other assistance to help the individual secure the specific job.
- Provided a specific placement service requested by VR that resulted in successful placement.

2.5.4. Job Development and Placement

Job development and placement services are those services in which a CRP actively and directly assists the individual in activities which lead to the individual maintaining employment, consistent with the individual's IPE, for at least ninety (90) days. Part-time placements of less than fifteen (15) hours are subject to review and authorization by VR prior to payment.

Job development and placement services generally include:

- Analysis of employment and economic trends
- Technical assistance on removal of architectural, communication, transportation, and other barriers to employment
- Collaboration with local American Job Centers and other State programs providing assistance with job placement
- Job analysis and job restructuring
- Working with the service recipient to achieve satisfactory adjustment to a job
- Assistance with resolution of problems or conflicts in the workplace
- Working with the individual to develop a list of potential employment opportunities
- Contacting an employer on behalf of the individual
- Assisting the individual with job applications/interviews
- Assisting the individual to revise their resume to target a specific employer/position.

If the individual loses the job after VR has determined the case successful then Post-Employment Services may be needed.

2.6. Job Coaching

Job coaching services may be provided as an on-the-job support service on an individualized basis and depending on the individual's particular needs.

2.6.1. Service Description

A job coach typically performs the following duties:

- On-site training to familiarize the individual with specific job demands
- Assist the individual to develop positive relationships with co-workers, supervisors and intercede when problems or difficulties become known
- Assist the individual to develop a standard of production acceptable to the employer
- Identify and address problems that will affect the individual's ability to maintain employment
- Implement the most effective, least intrusive techniques to help the individual learn job skills including teaching the individual how to use available transportation to and from the job site
- Assist the individual to be more independent by developing natural supports so that job coaching services can be successfully faded from the job site
- Orienting an individual to the work place
- Assisting an individual with developing positive work habits and positive behaviors with co-workers and supervisors
- Provide disability awareness information to the individual's supervisor and co-workers
- Provide regular feedback to VR regarding the individual's progress

The CRP may charge time (up to 10 hours) needed to gain an understanding of the individual and the job task in order to develop the most effective training strategy. Job coaching services are individualized and not provided to more than one person.

2.7. Supported Employment Services

2.7.1. Purpose

Supported Employment (SE) services are ongoing support services, including [customized employment](#), and other appropriate services needed to support and maintain an individual with a disability as defined in [34 CFR §361.5](#), including a youth with a disability, in supported employment that are:

- Organized and made available, singly or in combination, in such a way as to assist an eligible individual to achieve or maintain competitive integrated employment;
- Based on a determination of the needs of an eligible individual, as specified in an individualized plan for employment;
- Provided for a period of time not to exceed twenty four (24) months, unless under special circumstances the eligible individual and the vocational rehabilitation counselor jointly agree to extend the time to achieve the employment outcome identified in the individualized plan for employment; and
- Following transition, as post-employment services that are unavailable from an extended services provider and that are necessary to maintain or regain the job placement or advance in employment.

2.7.2. SE Consultation & Meeting

The CRP initiates a consultation meeting with the service recipient and VR to determine the individual's service needs and specific employment objective. The purpose of this meeting is to review and consider:

- The individual's abilities and employment interests and capability of obtaining competitive integrated employment;
- Strategies to address service and employment and support needs, including extended service possibilities;
- A specific employment objective;
- Benchmarks that demonstrates progress; and
- Recommendation of next steps.

Supported Employment encompasses the following characteristics:

- work for pay at the same rate as other employees
- promotes social integration, productivity, and maximum use of a person's skills and abilities
- takes place in an integrated work setting,
- assists individuals with developmental disabilities, severe and persistent mental illnesses, or other significant disabilities
- includes job coaching, which is often provided after placement on the job
- Maintains support services to the worker for present and future employment needs and
- Builds extended, ongoing supports with agencies and partners outside of VR to assist a person in maintaining employment

2.7.3. SE Career Development and Placement

Following VR's approval of the [SE Consultation and Services Plan Report](#); completion by VR of the individual's IPE; and receipt of the VPO for the service (based on full-time or part-time targeted employment), the CRP shall initiate career development and placement services, which generally involve:

- Evaluation of the labor market
- Career planning
- Job development
- Job placement
- Job and task analyses
- Job and soft skills counseling
- Job seeking skills, resume' preparation and interviewing skills
- Identification of assistive technology and other rehabilitation needs
- Identification of natural support and long-term support providers
- Exploration of Social Security work incentives and other funding sources
- Incentive to businesses

- Customized Employment placement services when warranted and approved by the VR Counselor
- Assist employers in identifying, modifying, and eliminating barriers and coordinate with the VR Counselor if assistive technology may be needed.

The outcome of career development and placement services is a supported employment outcome that meets the rehabilitation and support needs of the individual and results in competitive integrated employment. The CRP directly participates in job development and placement activities documented in the [SE Hire Report](#). Supported employment services begin at the time the individual begins working and are funded by VR until stabilization and transition to extended services, except under certain circumstances for youth. This includes all necessary training and job stabilization activities that occur between placement on the job and transition to extended services. The time frame for the provision of supported employment services is no longer than twenty four (24) months, unless authorized in writing by VR. Part-time placements of less than fifteen (15) hours are subject to review and consent by VR prior to payment.

The CRP provides job coaching services to the individual at the work site. On-site job skills training may include:

- job orientation
- development and maintenance of production levels
- periodic reassessment and alteration of strategies
- task analysis
- transportation training
- how to work with co-workers and supervisors

The training is individualized and personalized to meet the support needs of the individual. Job coaching may also include teaching the employer or co-workers strategies of working with the individual. Exploration of natural/work place supports should occur during this time if it has not been considered earlier. The individual, employer, and VR Counselor are involved in the planning, directing and evaluating of these services to help ensure that stabilization occurs. In addition, benefits planning and assisting the individual on reporting earnings should be provided. Job coaching services are inclusive in the Supported Employment established fee schedule.

2.7.4. SE: Career Stabilization & Maintenance.

Stabilization occurs differently for each individual depending on the individual's employment needs, limitations, supports, and vocational goal. There is no timeline for how many days of employment before the individual can be considered stabilized on the job. The individual is considered stable when all of the following occurs:

- The individual is maintaining work performance which is acceptable to the employer
- Job coach intervention has stabilized to an expected minimum level of intervention necessary for the individual to maintain employment, and must have leveled (faded) to the same number of job coach hours per day for a period of not less than ten (10) consecutive work days; and
- Ongoing support services and extended service provider have been established and will continue at a minimum of two (2) contacts per month at the work site or as requested off-site by the individual. Off-site requests by the individual must be documented by the individual or the individual's representative in writing.
- The training objectives on the on-the-job-training agreement have been completed (if applicable).
- The individual has been offered Social Security benefits counseling since beginning employment (if the individual receives Social Security benefits).

When the Stabilization criteria set forth above has been met, the CRP initiates a team meeting to determine if stabilization has been achieved. The meeting includes the individual, legal guardian or conservator, a CRP representative, and the VR Counselor. This meeting is to review the training services provided and documentation that the individual is stable in their work performance, and to identify supports needed to complete the [Extended Support Plan](#) (ESP). An ESP identifies the party that will provide extended services. If all members of the team are in agreement, the VPO for day one (1) of stabilization may be processed for payment. If the individual moves to another job before VR closes the case, the CRP provides additional Career Development and Placement services. Once a new placement occurs the case proceeds toward stabilization.

2.7.5. Extended Services

Extended services means ongoing support services and other appropriate services that are:

- Needed to support and maintain an individual with a disability including a youth with a disability, in supported employment;
- Organized or made available, singly or in combination, in such a way as to assist an eligible individual in maintaining supported employment;
- Based on the needs of an eligible individual, as specified in an individualized plan for employment;
- Provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource, after an individual has made the transition from support from VR; and
- Provided to a youth with a most significant disability by the designated State unit in accordance with requirements set forth in 34 CFR 361.5 and 34 CFR

363 for a period not to exceed four (4) years, or at such time that a youth reaches age twenty five (25) and no longer meets the definition of a youth with a disability under 34 CFR 361.5, whichever occurs first. VR may not provide extended services to an individual with a most significant disability who is not a youth with a most significant disability.

The purpose of extended services is to provide those ongoing support services that are necessary to maintain the individual in the job, to restore stability as necessary, and to place the individual in a new job when a job is lost, or when appropriate, conduct career development. The CRP conducts ongoing meetings with the client and monthly contact with the employer with the individual's permission. This is to identify and provide appropriate intervention should the individual experience challenges with work performance.

The Extended Support Plan (ESP) is a tool for the CRP to use when providing ongoing support services. An ESP outlines the commitment by a party identified by the CRP prior to stabilization to provide extended services for the individual. The CRP Employment Specialist further develops formal records that describe past, present, and future areas of the client's needs as well as strategies for supports. The records are maintained throughout the client's employment tenure. These documents provide a record of individual preferences and successful support strategies. The records are made available to the State of Tennessee upon request for review and monitoring.

Extended services may be funded by another state agency or other client resources, such as a Social Security Plan to Achieve Self-Support (PASS) or Impairment Related Work Expenses (IRWE); provided by natural supports; or funded by VR for a youth with a disability for up to four (4) years or until the client turns twenty-five (25) years of age, whichever comes first, provided there are no other means of funding for providing the extended services and the youth has not declined VR providing extended services. If VR funds extended services for a youth with a disability, the case will remain in stabilization (status 22) and cannot be closed until the time period for VR funded extended services ends.

2.7.6. SE: Successful Employment Outcome

The CRP informs VR when the individual has maintained a supported employment outcome for a minimum of ninety (90) days using the [SE Client Monthly Progress Report](#) and verified by submission of the individual's pay stub (within the last 30 days) or other wage verification as approved by the VR Counselor and the signed VPO for the service. If the client's hours increased from part-time to full-time, VR makes an adjustment to the Successful Employment Outcome VPO payment. The CRP must submit documentation to VR showing the individual's increased work hours. Following the final payment by VR, individuals will continue to receive extended services by the identified

party after case closure, except for youth when VR is funding the extended services.

2.7.7. SE: Intensive Job Services (IJS)

Intensive job services are requested to achieve a successful supported employment outcome. Intensive job services are those services that are necessary due to unusual and extraordinary circumstances which:

- may arise at any time during the SE process;
- are attributable to the service recipient's severity of disability and intensive need for support;
- are absolutely necessary to obtain and/or maintain employment; or
- are needed to train other organizations to provide extended services.

If a need for intensive job services is identified, the CRP submits the [Intensive Job Services](#) Request form to VR.

2.7.8. Post-Employment Services

After an individual's successfully rehabilitated case is closed in supported employment, there may be occasions which necessitate the CRP assist the individual in finding another job. If the individual receiving extended services from a CRP loses the job after case closure and needs additional job placement services, then CRP provides job placement and stabilization services.

2.8. Customized Employment

2.8.1. Purpose

Customized employment is competitive integrated employment, for an individual with a significant disability, that is:

- based on an individualized determination of the unique strengths, needs, and interests of the individual with a disability;
- Designed to meet the specific abilities of the individual with a disability and the business needs of the employer; and
- Carried out through flexible strategies, such as job exploration by the individual and working with an employer to facilitate placement. This includes customizing a job description based on current employer needs or on previously unidentified and unmet employer needs; developing a set of job duties, a work schedule and job arrangement, and specifics of supervision (including performance evaluation and review), determining a job location, using a professional representative chosen by the individual, or if elected self-

representation, to work with an employer to facilitate placement, and providing services and supports at the job location ([34 CFR §361.5](#)).

2.8.2. Service Description

Customized Employment is a process-driven concept that may involve a blend of flexible strategies that result in the provision of individually negotiated and designed services, supports and job opportunities that lead to an employment outcome. A key factor in this service is the presence of employer negotiation, including customizing a job description based on current needs of the employer and the employee. Customized Employment generally comprises of the following components.

2.8.3. Discovery

The CRP initiates the Discovery process to explore the service recipient's strengths and capabilities which may lead to employment options. The information developed through Discovery allows for activities of typical life to be translated into possibilities for employment. Discovery may include:

- Gaining information about the service recipient's routines, hobbies, family supports, and activities.
- Observation of the neighborhood/area near the service recipient's home to determine nearby employment, services, transportation, safety concerns, etc.
- Participation in a familiar activity in which the service recipient is most competent.
- Participation in a novel activity in which the individual is interested in participating but has not yet had the chance to do so.
- Conduct a review of existing records, memorabilia and other documents that are available.

The [Discovery Report](#) is subsequently completed and submitted to VR.

2.8.4. Customized Employment Planning Meeting

After VR approval of the Discovery Report, the CRP initiates a planning meeting that includes anyone who may assist the individual in reaching their employment goal to develop a blueprint to guide the efforts to develop a customized job. While the planning meeting is a person-centered, person-directed session facilitated by the CRP that produces a targeted employment objective and a resume for the individual, a key factor is the involvement of the individual's support system.

2.8.5. Needs Analysis, Customized Job Development, Job Placement

The CRP initiates a needs analysis of potential employers' job sites to identify job tasks and work cultures that fulfill the criteria for a successful job match. Tours and in-depth needs analysis of specific employment sites are used to identify the unmet needs of an employer by looking at job tasks, employee routines, and worksite cultures.

Placement efforts are based on the blueprint developed during the Customized Employment Planning Meeting. Prior to making employer contacts, the CRP identifies relationships that might exist between the job seeker, family and others in the person's support circle that may help with the targeted employer. Successful job matches occur when an individual's contributions, conditions, and interests are carefully matched with an employer's unmet needs. Any time a individual is working less than fifteen (15) hours per week, it must first be approved by VR in writing.

2.8.6. Ongoing Employment Supports

If VR has identified the case as needing Supported Employment services, Customized Employment services end when the client starts working and Supported Employment services pick up at the SE Career Stabilization and Maintenance milestone (see [Section 2.7.4.](#)).

2.9. Individual Placement and Support Services

2.9.1. Purpose

Individual Placement and Support (IPS) is an evidence-based practice based on a 25-item fidelity scale and the 8 principles described in Section 2.9.2. IPS is the model of Supported Employment with the most evidence and research behind it in supporting individuals with behavioral health disorders in gaining and retaining employment.

2.9.2. Service Description

The Individual Placement and Support (IPS) is based on eight key principles:

- Eligibility Based on Client Choice (Zero Exclusion): Anyone who wants to work can participate in the program, and job seekers are not excluded based on diagnosis, symptoms or history.
- Focus on Competitive Employment: The employment specialist helps job seekers look for competitive integrated employment
- Attention to Client Preferences: Services are based on the job seeker's preferences and choices.

- Integration of Rehabilitation and Mental Health Services: Services are integrated with mental health treatment teams to provide job seekers with collaborative, professional support.
- Rapid Job Search; Employment specialists help job seekers apply for employment quickly, rather than providing lengthy assessments or counseling.
- Systematic Job Development: Employment specialists develop an employer network and relationships based on job seekers' interests.
- Personalized Benefits Counseling: Professional counselors provide job seekers with information about how employment may affect their government benefits.
- Time-Unlimited and Individualized Support: Job seekers get personalized support as long as they want it after obtaining employment.

2.9.3. SE: IPS Career Profile

The purpose of the [Career Profile](#) is to engage with the individual, develop a trusting relationship, and to gather relevant information to assist in identifying employment goals and individualizing the employment IPS service delivery. The Career Profile is a “living” document to assist in meeting the employment and support needs of the individual. Based on the IPS model requirement to start the Career Profile as soon as the individual expresses interest in employment, CRPs may be paid for Career Profile services which start prior to the VPO being issued.

2.9.4. SE: IPS Career Development and Placement

The purpose of the employment plan is to detail the services required by the individual. The plan is guided by the [Career Profile](#) and should include specific tasks for the individual and the Employment Specialist. The employment plan as documented on the Job Development Contacts section of the [IPS Monthly Progress Report](#) should be reviewed regularly at the monthly face-to-face meetings between the Employment Specialist, the VR Counselor, and the individual, as appropriate. The CRP may update the employment plan as needed, after full consultation with all parties. The CRP utilizes the IPS Job Development model and principles as recommended by the IPS fidelity standards as defined at <https://ipsworks.org/index.php/library/>.

The CRP provides individualized job supports as needed to assist the individual in transitioning into Stabilization leading to Extended Services. The outcome of IPS Career Development and Placement is a job that meets the definition of competitive integrated employment and is consistent with integration at the work site and working toward maximum potential. Part-time placements of less than fifteen (15) hours are subject to review and consent by VR prior to payment.

2.9.5. SE: IPS Career Stabilization and Maintenance

Supported employment services begin at the time the individual begins working and are provided by the CRP until stabilization and transition to extended services, except under certain circumstances for youth. This includes all training and job stabilization activities that occur between placement on the job and transition to extended services. The time frame for the provision of supported employment services is less than or equal to twenty-four (24) months, unless, under special circumstances, the eligible individual and the VR Counselor agree to extend the time to achieve the employment outcome as identified in the Individualized Plan for Employment. A team meeting involving the Individual, CRP (Employment Specialist), individual's legal guardian or conservator, and the VR Counselor is held prior to the individual's transition to the IPS SE Career Stabilization & Maintenance milestone.

The individual is considered stabilized when:

- The individual achieved competitive integrated employment.
- The individual has been offered personalized disability benefits counseling.
- The employer is satisfied with the work produced by the individual.
- The CRP has well-coordinated supports in place that assist both the individual and the employer.
- The level of ongoing support services is a minimum of two (2) contacts per month at the worksite or off-site, as requested by the individual. If the individual requests ongoing support services not occur at the worksite, the CRP documents the individual's request.

If the individual's employment ends before successful closure, the CRP submits an [IPS SE Job End Report](#) within ten (10) days of the employment ending. The case will return to the IPS SE Career Development and Placement milestone.

2.9.6. SE: IPS Successful Employment Outcome

A successful Employment Outcome is achieved at completion of ninety (90) day continuous employment and after meeting VR's Stabilization criteria. Competitive integrated employment must be met in accordance to the individual's IPE.

2.9.7. IPS Extended Services

The purpose of extended services is to provide those ongoing support services that are necessary to maintain the service recipient in the job, to restore stability as necessary, and to place the service recipient in a new job when a job is lost, or when appropriate, conduct career development. Ongoing meetings with the service recipient and monthly contact with the employer are required for routine

support. This is to identify and provide appropriate intervention should the individual experience challenges with work performance.

The Extended Support Plan (ESP) is a tool for the CRP to use when providing ongoing support services. An ESP outlines the commitment by a party identified by the CRP, prior to stabilization, to provide extended services for the individual. The CRP further develops formal records that describe past, present, and future areas of the service recipient's needs as well as strategies for supports. The records are maintained throughout the service recipient's employment tenure. These documents provide a record of individual preferences and successful support strategies. The records are made available to the State of Tennessee upon request for review and monitoring.

For youth with disabilities (up through age 24), the CRP identifies all possible funding sources for extended services prior to service authorization. Extended services may be funded by VR for youth with disabilities until the individual:

- No longer meets the established age limit; or
- Has received extended services for a period of forty-eight (48) months; or
- Has transitioned to extended services provided with funds other than VR prior to meeting the age or time limits.

Following the final payment by VR, individuals continue to receive extended services by the identified party after case closure, except for youth when VR is funding the extended services.

2.9.8. SE IPS Intensive Job Services

Intensive job services aim to achieve a successful supported employment outcome. Intensive job services are those services that are necessary due to unusual and extraordinary circumstances which may arise at any time during the Supported Employment process, are attributable to the severity of the individual's disability and intensive need for support, and are absolutely necessary to obtain or maintain competitive integrated employment. If a need for intensive job services is identified, the CRP submits the [Intensive Job Services](#) Request form to VR. CRPs may provide up to one hundred (100) hours of intensive job services during the lifetime of the VR case. Additional hours must be authorized.

2.9.9. SE IPS Post-Employment Services

Post-Employment Services may be provided as described in [Section 2.7.7.](#)

2.10. Project SEARCH Transition Model

The Transition School to Work Project SEARCH® program is a one school year internship program for VR eligible individuals with disabilities, in their last year of high school. The Community Rehabilitation Provider (CRP) provides Project SEARCH® services at the request of Vocational Rehabilitation (VR) in collaboration with the Local Education Agency (LEA), local businesses and other entities. The program is targeted for students whose goal is competitive integrated employment. The program takes place in a healthcare, government or business setting where total immersion in the workplace facilitates the teaching and learning process as well as the acquisition of employment and marketable work skills. Individuals participate in three (3) unpaid internships to explore a variety of career opportunities. The individuals work with a team that includes their family, a special education teacher, a community rehabilitation provider, on-site business liaison and staff and the Vocational Rehabilitation counselor to create an employment goal and support the individual during this important transition from school to work. Project SEARCH® refers to VR individuals as interns. It is expected that all interns will obtain competitive integrated employment during or after participation in the internship project for a minimum of sixteen (16) hours per week.

The program is business-led in which businesses participate in the program without subsidy. There is a strong business liaison involved in crucial decisions, such as intern selection, internship site development, active internal marketing of the program throughout the business, and assistance with internal hiring of qualified candidates. The business provides an on-site classroom. The LEA, in collaboration with the business, develops an employability skills curriculum taught each day.

After the internship, the CRP may provide placement services using either the Supported Employment or Job Placement model. CRPs must have been authorized by VR to provide Supported Employment and Job Placement services.

2.10.1. Service Description

The CRP employs and provides Workplace Readiness Specialists to help prepare interns to complete the essential tasks/duties/core employability skills at the worksites. Expertise in adaptations and job accommodations to interns, in consultation with the LEA and VR, is also provided by the CRP. If placement services are not provided, then the CRP participates in transitioning the intern to the agency providing employment services.

In conjunction with VR and the LEA, the CRP provides education and training to the host business site managers and co-workers. The training encompasses supporting, mentoring, and working with people with disabilities in the workplace.

The CRP participates in monthly meetings to discuss progress on skill development with interns, coordinator/instructor, family members, the VR

Counsellor and other appropriate team members. Sites are designed to serve 8-12 individuals per year. This number can be modified by the CRP, LEA and the business site to meet the needs of the business. The CRP maintains sign-in sheets to document intern attendance. Copies of intern sign-in sheets must accompany each VPO. Please see [Section 7 Training](#) for training requirements.

2.11. Project SEARCH® Adult Model

The Adult Model program is a one-year internship program for VR eligible individuals with disabilities. It is targeted for adult age individuals whose goal is competitive integrated employment. The program takes place in a healthcare, government or business setting where total immersion in the workplace facilitates the teaching and learning process as well as the acquisition of employment and marketable work skills. Interns will participate in three internships to explore a variety of career paths. The intern will work with a team that includes their family, a CRP staff person, business representative, and the Vocational Rehabilitation counselor to create an employment goal and support the VR Individual.

Project SEARCH® refers to VR individuals as “interns.” The objective is for all interns to obtain competitive integrated employment during or after participation in the Project SEARCH® internship project for a minimum of sixteen (16) hours per week.

After the internship, the CRP may provide placement services using either the Supported Employment or Job Placement model. CRPs must have been approved to provide Supported Employment and Job Placement services. CRPs must abide by the terms and conditions as outlined in the Supported Employment or the Job Placement sections of the CRP Best Practices Guide.

The program is business-led. Businesses participate in the program without subsidy. There is a strong business liaison involved in crucial decisions, such as intern selection, internship site development, active internal marketing of the program throughout the business, and assistance with internal hiring of qualified candidates. The business provides an on-site classroom. The program includes an employability skills curriculum taught each day and customized to the business.

Please see [Section 6 Training and Certification](#) for training requirements.

2.11.1. Service Description

- The CRP provides Workplace Readiness Specialists to help prepare interns to complete the essential tasks/duties/core employability skills at the worksites.
- The CRP provides expertise in adaptations and job accommodations to interns in consultation with VR.

- If the CRP will not be the agency providing the placement services, the CRP will participate in transitioning the intern to the agency providing employment services.
- In conjunction with VR, the CRP will provide education and training to the host business site managers and co-workers regarding working with, supporting, and mentoring people with disabilities in the workplace.
- Regular monthly meetings are held to discuss progress on skill development with interns, coordinator/instructor, family members, the VR Counselor and other appropriate team members.
- The CRP must maintain a licensing agreement signed with Project SEARCH® Cincinnati through Cincinnati Children's Hospital Medical Center.
- Under the licensing agreement, the CRP has the responsibility to provide a full-time Instructor for this project. The instructor(s), at each site, will be directly employed and supervised by the CRP.
- The CRP will provide Workplace Readiness Specialists for the project that will be employed and supervised by the CRP.
- Sites are designed to serve eight to twelve individuals per year. This number can be modified by the CRP and the business site to meet the needs of the business.
- The CRP must maintain sign in sheets to document training provided to interns. Copies of intern sign in sheets must accompany each VPO.

3. FEES AND PAYMENTS

The following is provided for informational purposes only. Nothing in this section constitutes an offer to any party or a guarantee of any specific rate. The method of payment for services is through a Vendor Purchase Order (VPO). VR sends a VPO to the CRP along with the CRP Referral Form to authorize services. Once the service is completed, the CRP signs the VPO certifying that the billed service was provided in accordance with VR standards and applicable State and Federal Rules and Regulations. Separate VPOs are issued for each services requested.

The VPO, [service report](#), and other pertinent documentation are submitted within 10 business days of completing the service, unless otherwise specified. The service report for each specific service is listed in [Section 5](#) of this guide. Reports and/or documentation in need of further clarification or revision may be corrected and resubmitted before payment is processed. In the event that an individual obtains competitive employment, the CRP may be asked to provide verification that the individual is compensated at or above the minimum wage and that the individual's wage and level of benefits are not less than that customarily paid by the employer for the same or similar work performed by non-disabled individuals.

The Vendor Purchase Order issued by VR is for payment to the CRP for only those services specified on the CRP Referral Form. The CRP submits a properly signed and dated Vendor Purchase Order and required type-written report acceptable to the State. [Service reports](#) submitted more than ten (10) business days after the service is rendered and completed may be considered untimely. Service outcomes are subject to review and must be deemed satisfactory by VR before payment is authorized.

The typical rates for each service are as follows:

VR SERVICE	FEE
VOCATIONAL ASSESSMENT	
Basic Vocational Assessment	\$500
Work Readiness Assessment - maximum of up to ten (10) days. The assessment will be a maximum of five (5) hours per day. Partial hours are rounded to the nearest full hour.	\$10/hr
Job Shadowing – minimum of two (2) hours per experience	\$150 per experience
Job Sampling	\$250 per experience
Integrated Work Site Assessment – each site assessment lasts at least 4 hours	\$750

VOCATIONAL ADJUSTMENT SERVICES	
Vocational Adjustment Services - maximum of 5 hours per day and 25 hours per week	\$8.00/hr
TRIAL WORK EXPERIENCES	
1 Trial Work Experience – minimum of 4 hours	\$500 if one TWE is completed
2 Trial Work Experiences – minimum of 4 hours	\$750 if two TWEs are completed
3 Trial Work Experiences – minimum of 4 hours	\$1,000 if three TWE are completed
JOB READINESS, JOB DEVELOPMENT & PLACEMENT (GENERAL)	
Job Readiness Training	\$500
Job Development & Job Placement Initial - (completion of 45 days) Priority Category 1 or 2	\$1,000 or \$500 if CRP employ's VR Individual
Job Development & Job Placement Initial - (completion of 45 days) Priority Category 3 or 4	\$800 or \$500 if CRP employ's VR Individual
Job Placement-Final (90 days) – Priority Category 1 or 2	\$1,500 or \$750 if CRP employ's VR Individual
Job Placement-Final (90 days) -- Priority Category 3 or 4	\$1,200 or \$600 if CRP employ's VR Individual

Exceptional Wage Bonus - If the placement results in the individual earning at least \$10 per hour and the individual is working at least thirty (30) hours per week the CRP qualifies for an Exceptional Wage Bonus. The Vendor Purchase Order can be processed for payment after the individual has completed ninety (90) days of employment and the counselor has received documentation verifying individual's wages	\$500
Benefits Incentive - An incentive payment may be made to a CRP for a successful placement that includes employer paid comprehensive major medical insurance. In order for the insurance to qualify as employer paid, the employer must pay at least 51% of the premium. Supplemental insurance does not meet the requirement of this provision. The CRP submits adequate documentation that the criterion/criteria have been met along with the bill requesting bonus payment(s) in addition to the established outcome fee. Possible sources of verification might be copies of the individual's pay stub or copies of the individual's valid health insurance card from a major insurer.	\$200
Post-employment, additional placement - If the individual loses the job after VR has closed the case as successful and the VR Counselor determines Post-employment Services are required, the CRP may be issued a VPO for \$750 for a new placement. Post-employment services may be paid after the individual has been in the new employment for at least 90 days and meets competitive integrated employment criteria.	\$750
JOB COACHING (Non Supported Employment)	
Job Coaching (Non Supported Employment) - not to exceed ten (10) hours without written consent. Only one Job coach per VR Individual. Partial hours are rounded to the nearest full hour.	\$25/hour
SUPPORTED EMPLOYMENT (SE)	
SE Consultation & Meeting	\$200
Career Development/Placement	
Full-Time	\$1,500
Part-Time	\$1,000
Discovery – If Customized Employment services are used	\$800
Planning and Resume – If Customized Employment services are used	\$400

Customized Job Placement - Initial – If Customized Employment services are used	\$1,500
Stabilization	
Day 1 of Stabilization	\$500
Day 30 of Stabilization	\$750
Day 60 of Stabilization	\$750
Successful Employment Outcome	
Full-Time	\$3,000
Part-Time	\$2,000
Intensive Job Services	\$18/hour
Post-Employment Services, additional placement services - Post-employment services are paid after the individual has been stabilized in the new employment for at least 90 days and meets all competitive integrated employment criteria.	\$1,500
Extended Services for Youth - If no other funding source is available to provide the extended services identified in the Extended Support Plan (ESP), VR may compensate with authorization by the VR Counselor. The CRP submits the SE Extended Services for Youth monthly reports along with the monthly VPOs to process for payment.	\$50/contact
INDIVIDUAL PLACEMENT AND SUPPORT (IPS)	
Career Profile - This VPO is payable upon completion of a staffing meeting and the report, submitted within ten (10) business days of the staffing meeting. The staffing meeting includes the CRP, the VR Counselor, the individual, and other appropriate individuals.	\$750
Career Match and Hire - This VPO is payable upon completion of submission of the report to the VR Counselors. The report is due within ten (10) business days of the meeting with the individual, CRP, and VR Counselor, and other appropriate individuals. Submission of the individual's wage verification is due within the same time period.	\$1,500
Career Stabilization and Maintenance	-
Day 1	\$1,000

Day 30	\$500
Day 60	\$500
IPS Successful Employment Outcome - The VPO for this service is payable when the individual reaches 90 days in VR Status 22, upon completion of acceptable service, timely progress, receipt of the job retention report and submission of individual's pay stub or other acceptable wage verification.	\$2,750
Post-Employment Services, additional placement - This VPO is payable on or after the individual has been stabilized in the new employment for at least 90 days and meets competitive integrated employment criteria.	\$1,500
Intensive Job Services	\$18/hour
Extended Services for Youth - VR can only pay if no other funding source is available to provide the extended services identified in the Extended Support Plan (ESP) as approved by the VR Counselor. The CRP is required to submit " SE Extended Services for Youth " monthly reports along with the monthly VPOs to process for payment.	\$50 per contact according to the Extended Support Plan
CUSTOMIZED EMPLOYMENT (General cases)	
Discovery for Customized Employment	\$500
Customized Planning and Visual Resume.	\$250
Job Placement for Customized Employment Placement - Initial The Job Placement – Initial payment can be made on/after day 1 of the individual's employment for all Customized Employment placements.	\$1,500
Job Placement for Customized Employment Placement - Final	\$2,000
Exceptional Wage Bonus - If the placement results in the individual earning at least \$10 per hour and the individual is working at least thirty (30) hours per week the CRP qualifies for an Exceptional Wage Bonus. The Vendor Purchase Order can be processed for payment after the individual has completed ninety (90) days of employment and the counselor has received documentation verifying individual's wages.	\$500
Benefit Incentive - An incentive payment may be made to a CRP for a successful placement that includes employer paid comprehensive major medical insurance. In order for the insurance to qualify as employer paid, the employer must pay at least 51% of the premium. Supplemental insurance does not meet the requirement of this provision. The CRP submits adequate documentation that the criterion/criteria have been met along with the bill requesting bonus payment(s) in addition to the established outcome fee. Possible sources of verification might be copies	\$200

of the individual's pay stub or copies of the individual's valid health insurance card from a major insurer. The individual must be working full time (as defined by the employer) and be earning at least \$10 per hour. The Vendor Purchase Order can be processed for payment after the individual has completed ninety (90) days of employment and the counselor has received documentation verifying individual's wages.	
Project SEARCH® Adult Model	
Internship	\$400/month per intern
Project SEARCH® Work-Based Readiness Training	\$36/day per intern
Project SEARCH® Transition Model	
Project SEARCH® Work-Based Readiness Training	\$36/day per intern

4. STAFF QUALIFICATIONS

4.1. CRP Staff Qualifications

VR prefers CRP staff meet the following education and experience criteria per service area:

STAFF QUALIFICATIONS BY SERVICE	
VOCATIONAL ASSESSMENTS	
For Basic Assessments, a Bachelor's degree (Master's degree preferred) from an accredited college or university and documented experience in test administration, synthesizing test results, and making recommendations based on findings.	
All other assessment services, a High school diploma or High School equivalency (HiSet) or general equivalency diploma (GED) and documentation of at least 6 months of experience in delivering employment related services.	
VOCATIONAL ADJUSTMENT SERVICES, JOB READINESS/JOB PLACEMENT SERVICES TRIAL WORK EXPERIENCES, SUPPORTED EMPLOYMENT JOB COACHING, AND PROJECT SEARCH® – ADULT & TRANSITION MODELS	
CRP staff have at least 6 months of work experience working with individuals with disabilities and meet one of the following:	
A Bachelor's degree (Master's degree preferred) from an accredited college or university and written documentation of one (1) year of experience in delivering employment related services or an Associate's degree from an accredited college or university or a high school diploma or High School equivalency (HiSet) or general equivalency diploma (GED) and written documentation of two (2) years of successful experience in delivering employment related services. Please see Section 6 for staff training and certification requirements for Project SEARCH®	
NON-SUPPORTED EMPLOYMENT JOB COACHING SERVICES	
High school diploma or High School equivalency (HiSet) or general equivalency diploma (GED) with one (1) year of professional work experience and six (6) months training and/or experience working with individuals with disabilities in teaching life skills and work tasks.	

SUPPORTED EMPLOYMENT

CRP staff have at least six (6) months working with individuals with disabilities and meet one of the following educational/experience requirements:

A Bachelor's degree (Master's degree preferred) from an accredited college or university and written documentation of one (1) year of successful work experience in delivering employment related services; or an Associate's degree from an accredited college or university and written documentation of two (2) years of successful work experience in delivering employment related services.

Maintain at least three (3) qualified staff as described herein and meet the training requirements of [Section 6](#). At least one (1) of the three (3) qualified staff meets the job specifications and requirements of an Employment Specialist.

CUSTOMIZED EMPLOYMENT

A CRP staff have at least six (6) months working with individuals with disabilities and one of the following educational requirements:

A Bachelor's degree (Master's degree preferred) from an accredited college or university and written documentation of one (1) year of successful work experience in delivering employment related services or, an Associate's Degree from an accredited college or university and written documentation of two (2) years of successful work experience in delivering employment related services. Please see [Section 6](#) for staff training and certification requirements.

INDIVIDUAL PLACEMENT AND SUPPORT SERVICES

Maintain a minimum of two (2) full-time equivalent IPS Employment Specialists and one (1) Team Leader. The CRP staff members who provide IPS services meet the following education and experience requirements:

IPS staff have a minimum of six (6) months working with individuals with disabilities and have earned a Masters or Bachelor's degree from an accredited college or university and written documentation of one (1) year of successful experience in delivering employment related services, or an Associate's Degree from an accredited college or university and written documentation (resume' and references) of two (2) years of successful experience in delivering employment related services. CRP staff complete initial IPS training provided by the Tennessee IPS Trainers before providing IPS services. Please see [Section 6](#) for staff training and certification requirements.

5. REPORTING

- 5.1. CRPs report on services provided to the VR program. The reports listed in this section are used to assess individual's progress and the quality of services provided by CRPs. Each service listed herein has a corresponding report, and by submitting a VPO for payment, the CRP represents that it has provided all appropriate reports. This section contains all of the service reports CRPs complete during service delivery. To access the reports, click the below links for the service area being administered. The reports can also be accessed at <https://www.tn.gov/humanservices/ds/vocational-rehabilitation.html>. Reports are sent to the referring VR Counselor.

5.2. Vocational Assessments

Vocational Assessments	
VR Client Progress Reports	
Basic Assessments Report	Vocational Assessments are due ten (10) business days after completion of the assessment.
Integrated Work Site Assessment Report	
Integrated Work Site Assessment Summary	
Job Sampling Assessment Report	
Job Shadowing Assessment Report	
Work Readiness Assessment Report	

5.2.1. Reference Sheet

[Vocational Assessment Quick Reference Chart](#)

5.3. Vocational Adjustment

Vocational Adjustment	
VR Client Progress Reports	
Vocational Adjustment Progress Report	The Vocational Adjustment Progress report is due by the 5th business day of the month.
Individualized Written Adjustment Plan (IWAP)	Provide VR with a copy of the IWAP developed for each individual within ten (10) business days.

5.4. Trial Work Experiences

Trial Work Experiences	
VR Client Progress Reports	
Trial Work Report	This typed report is electronically submitted to VR along with the signed Vendor Purchase Order (VPO) within ten (10) business days of completion of the final TWE.

5.5. Job Readiness and Job Placement

Job Readiness/ Job Placement	
VR Client Progress Reports	
Job Readiness Report	Job Readiness Report is due within ten (10) business days of completion of Job Readiness training.
Job Placement Activity Plan	The first Job Placement report is due within ten (10) business days of completion of Job Readiness training. Subsequent reports are due monthly by the 5 th business day of the month.
Hire Report	Within ten (10) days of the client starting employment the CRP completes a Hire Report and sends a copy to VR.

5.5.1. Reference Sheet

[Job Placement Quick Reference Chart](#)

5.6. Job Coaching

Job Coaching (non SE)	
VR Client Progress Reports	
Job Coaching (non SE) Progress Report	Job Coaching Progress Reports are completed on a weekly basis and submitted to VR to serve as the guide for job coaching activities and client progress in employment.

5.7. Customized Employment

Customized Employment	
VR Client Progress Reports	
Customized Employment— Discovery	Customized Employment – Discovery report is due within ten (10) business days of completion of Discovery Services.
Hire Report	Within ten (10) days of the client starting a job, the CRP sends VR a completed copy of the Hire Report.
Customized Employment Individual Monthly Progress Report	By the 5th of each month, the CRP completes and submits a Customized Employment Monthly Progress Report until the customized placement is successfully closed.
Customized Employment Job Development Plan	Within ten (10) business days of the Customized Employment Planning Meeting, the CRP completes the Customized Job Development Plan and a copy of the resume or Visual Resume' Portfolio to document the results of the planning meeting.

5.7.1. Employment Services Matrix

The following reference sheet shows an overview of Vocational Rehabilitation Services [Employment Services Matrix](#)

5.7.2. Reference Materials

[IPS Flow Chart](#)

[VR IPS SE Responsibilities Flow Chart](#)

5.8. Supported Employment

Supported Employment	
VR Individual Progress Reports	
Supported Employment Consultation Services Plan	Within ten (10) business days from the date of the meeting the CRP completes the SE Consultation and Services Plan Report.
Supported Employment individual Monthly Progress Report	By the 5th of each month, the CRP completes and submits a Supported Employment report until the placement is successfully closed.
Hire Report	Within ten (10) days of the client starting a job, the CRP sends VR a completed copy of the Hire Report
Extended Service Plan	In the event circumstances require revision of the Extended Support Plan, the CRP provides the VR Counselor an amended ESP within ten (10) business days of the amendment.
Supported Employment Intensive Job Services (IJS) Request	The CRP initiates the Supported Employment Intensive Job Services Request when the CRP identifies and documents the potential need for IJS.

5.9. Individualized Placement and Support

Individualized Placement and Support	
VR Individual Progress Reports	
Individual Placement and Support Career Profile	Within ten (10) business days from completion of the Career Profile service the CRP completes the IPS Career Profile.
Hire Report	Within ten (10) days of the client starting a job, the CRP sends VR a completed copy of the Hire Report
Extended Support Plan—Individual Placement and Support & Supported Employment	In the event circumstances require revision of the Extended Support Plan, the CRP provides the VR Counselor an amended ESP within ten (10) business days of the amendment.
Individual Placement and Support Individual Monthly Progress Report	By the 5th of each month, the CRP completes and submits an IPS monthly progress report until the placement is successfully closed.
Individual Placement and Support Job End Report	Within ten (10) days of the client starting a job, the CRP sends VR a completed copy of the Job End Report
Supported Employment Intensive Job Services (IJS) Request	The CRP initiates the Supported Employment Intensive Job Services Request when the CRP identifies and documents the potential need for IJS.

6. TRAINING AND CERTIFICATION

6.1. Supported Employment Training Certification

In addition to the education and work experience mentioned in [Section 4](#), SE Professional Employment Specialists should have a training certificate from a state or nationally recognized employment program on Supported Employment. The Supported Employment Specialist certificate is to be obtained within twelve (12) months of the individual being designated to provide services as a Supported Employment Specialist. Examples of recognized employment programs include:

- A Certified Employment Support Professional (CESP) certification as accredited by the National Commission for Certifying Agencies (NCCA).
- A Certified Rehabilitation Counselor (CRC) certification.
- Completion of Association of Certified Rehabilitation Educators (ACRE) training program, <http://www.acreducators.org/>.

6.2. Customized Employment Training Certification

CRP staff providing Customized Employment services should have received training in Customized Employment prior to serving any VR individuals who have been referred for Customized Employment services. VR will pre-approve training entities such as Marc Gold & Associates, Griffin-Hammis, or training from the Association of Community Rehabilitation Educators (ACRE). The CRP verifies that each staff member providing Customized Employment services has completed the required training. In addition to the staff qualifications listed in Section 4.1., staff providing Customized Employment services are expected to complete one of the trainings listed below:

Acceptable sources of Customized Employment certification training includes:

- *Overview of Customized Employment* available through Virginia Commonwealth University - <https://vcurrtc.org/training/webcourses/ce.cfm>
- *Basic Employment Certificate* available through Griffin-Hammis, <http://www.acreducators.org/training-providers/griffin-hammis-associates-gha>
- *WorkWorks Employment Services* available through the University of Georgia, <http://www.acreducators.org/training-providers/work-works-institute-human-development-and-disability-university-georgia>
- In-person training provided through Marc Gold & Associates sponsored by Employment First (ECF) CHOICES.

- In-person training provided through Marc Gold & Associates sponsored by the Department of Intellectual and Developmental Disabilities (DIDD).

6.3. IPS Training Certification

CRP staff should successfully complete initial IPS training provided by the Tennessee IPS Trainers before providing IPS services. New Employment Specialists and Team Leaders complete a training certificate within twelve (12) months of being designated as an IPS Employment Specialist or Team Leader:

- The IPS Practitioner Skills coursework through the IPS Learning Center, Rockville Institute (Westat) or
- IPS Certification (CIPS), <https://ipsworks.org/index.php/ips-certification/>

In addition to the above, the Team Leader completes the IPS Supervisors Skills Course available online through the IPS Learning Center. The IPS Supervisors Skills Course is completed within twelve (12) months of being appointed to the Team Leader position.

6.4. Project SEARCH® Transition and Adult Model Training

CRP staff should complete subject related training led by Project SEARCH® Cincinnati through Cincinnati Children's Hospital Medical Center at the next scheduled training. Training documentation is maintained and readily available for any VR monitoring activity.